



## Job Description

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<b>Job Title:</b>	Team Member	<b>Job #:</b>	OP-101
<b>Department:</b>	Local Operations	<b>Job level:</b>	1
<b>Supervisor:</b>	Manager	<b>Probation:</b>	3 months

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### POSITION SUMMARY

The Team Member is responsible for providing assistance in all Nemaska Development Corporation (NDC) departments as required. The incumbent is a mobile, adaptable worker and is responsible for ensuring smooth operations of various NDC departments by taking on various roles at the grocery store, hardware store, post office, hotel, gas station and bank. The incumbent reports to the manager or supervisor of the work location to which s/he is assigned and may be required to perform any of the duties listed below.

### DUTIES & RESPONSIBILITIES

#### Customer Service Responsibilities

- Greet customers, respond to questions and provide information, as required, in a friendly and professional manner.
- Build relationships with customers and provide them with accurate information, guidance and support. Attempt to up-sell products.
- Resolve customer complaints. Escalate to Manager or Supervisor as needed.

#### Cash Responsibilities

- Scan items, weigh items, or key in item prices and tabulate using cash register.
- Verify pricing as required.
- Process coupons, cash, debit and credit payment transactions and ensure proper change transaction procedures.
- Bag, box or wrap items and distribute weight evenly.
- Process merchandise returns and exchanges and issue refunds and store credit as required.
- Count cash in the drawer at the beginning of each shift and ensure that there is adequate change.
- At the end of each shift, bring the cash, credit and debit receipts with sales to the Manager for reconciliation.
- Prepare deposits, close the cash register and return the float to the store manager at closing.

#### Bank Teller Responsibilities

- Process transactions for clients, including deposits, withdrawals and payments.
- Provide customers with goods and services, including closing accounts, ordering checks, providing cashier's checks, providing travelers checks, issuing bonds, exchanging foreign currencies and other products.
- Record all transactions accurately and reports produced as required.
- Perform all operations in accordance with bank policies and procedures.

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- Package bills and roll coins.

#### Stocking Responsibilities

- Stock display cases, shelves, bins and refrigerated sections. Ensure labels are clear and visible.
- Do a regular rotation of products. Remove all damaged, spoiled or expired products and record the losses accordingly
- Ensure that there is always sufficient inventory.
- Communicate inventory needs (surplus/shortage) to the Manager.

#### Merchandise Receiving and Inventory Responsibilities

- Accept delivered packages and ensure proper amount/quantity is inside.
- Unload merchandise and make sure it is not damaged. Process damaged merchandise as per NDC protocol.
- Mark items with identifying codes, such as price or inventory control codes.
- Keep the stock room neat and orderly.
- Inform the Manager of current work location if inventory is low.

#### Cleaning Responsibilities

- Clean interior and exterior of the buildings and grounds according to the cleaning schedule and as required.
- Determine appropriate cleaning methods, materials, supplies, and equipment required to perform work.
- Pick up debris and waste in and around the buildings and empty trash containers and ashtrays.
- Clear walkways, shovel snow and spread salt.
- Restock bathrooms and kitchen areas with supplies and change linens as required.
- Realign furniture and amenities according to prescribed layout.
- Prepare cleaning solutions, according to product specifications and according to applicable procedures.

#### Housekeeping Responsibilities

- Clean the corridors, lobby, lounge, guest rooms and washrooms in accordance with the schedule and as required. Refer to the assignment list from room status, arrivals and departures list.
- Replace dirty linens with clean items; ensure that all soiled and clean laundry is stored in line with company policy and complete the required documentation.
- Restock room supplies such as drinking glasses, soaps, shampoos, etc.
- Realign furniture and amenities according to prescribed layout.
- Respond to guest queries and requests and respond to calls for housekeeping problems such as spills, broken glasses, etc.
- At all times and prior to events, inspect premises; report any maintenance issues, safety hazards or damage to hotel property.
- Ensure confidentiality and security of the guests; do not disclose the location of guest rooms.
- Lock doors, unplug appliances and turn off lights.

**Job Description**

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- Perform all periodic tasks such as flipping mattresses, cleaning curtains, dusting lampshades or any other task deemed necessary to ensure cleanliness.
- Determine appropriate cleaning methods, materials, supplies, and equipment required to perform work.
- Comply with the highest standards of cleanliness, safety, and conduct.

**Baking and Deli Responsibilities**

- Produce a consistently excellent quality of product, following the processes set out in the baking manual and using the correct ingredients.
- Slice, cut, weigh, and price customer orders in a considerate manner.
- Preparing special orders and party trays.

**Kitchen Responsibilities**

- Wash, measure and prepare food, including fruits, vegetables and meat.
- Prepare main courses, side dishes and desserts.
- Cook dishes using the appropriate technique (e.g., grilling, baking, boiling, deep-frying, etc.)
- Determine appropriate portion sizes and plate dishes.
- Reuse, store or dispose of leftovers in accordance with best practices and regulations.
- Fill the dishwasher with dishes, glassware, flatware and any other. Wash by hand dishes that cannot go into the dishwasher.
- Dry and put away all clean dishes, utensils and equipment in their designated areas.
- Ensure serving stations are filled with clean tableware and fresh foods.

**Waiter Responsibilities**

- Clear, wipe down and set the tables between each service, including tableware and linens.
- Provide a menu for each customer and inform them of the daily specials.
- Take food and beverage orders and accurately communicate the orders to the kitchen.
- Prepare all beverages, including coffee, pick up the orders from the kitchen and serve them to the customers.
- Prepare the bill and present it to the customer.

**Gas Attendant Responsibilities**

- Refuel customer vehicles and fill in accordance with established procedures.
- Fill propane tanks.
- Verify the condition of the gauges and equipment (pumps, guns, etc.) on a daily basis.
- Respect all applicable health and safety and emergency regulations and procedures.

**Post Office Responsibilities**

- Provide Canada Post products and services to the community, including money orders, stamps, registration of mail/parcels; answer other customer requests.
- Ensure that no items sent or received through or received by the post are lost or damaged while under the incumbent's responsibility by respecting all policies and procedures.

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Other Responsibilities

- Inspect premises; report any maintenance issues, safety hazards or damage.
- Replace and assist colleagues in stores and other NDC business locations as required.
- Perform all duties in accordance with health & safety policies and procedures and MAPAQ hygiene and food safety requirements.
- Perform all tasks in accordance with the health and safety policies and procedures. Wear personal protective equipment as required.
- Maintain the strict confidentiality of all transactions, customer requests, and any other client-related information.
- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform other duties as required.

**EMPLOYMENT REQUIREMENTS**

Education and certifications:

- Some high school

Experience:

- No experience is required

Knowledge and abilities:

- Customer-focused and service-oriented
- Adaptable and takes initiative
- High attention to detail and accuracy
- Proven ability to be discreet and maintain confidentiality
- Outstanding communication and interpersonal abilities
- Ability to carry on many tasks at the same time
- Proven ability to be discreet and maintain confidentiality

Languages:

- Fluency in Cree and English is required
- Fluency in French is an asset

**WORKING CONDITIONS**

- In a retail setting, long hours standing and stocking shelves.
- Work may require frequent moderate or considerable physical effort.
- Attendance may be required outside of regular work hours in case of a surge in the volume of business, at peak periods or in case of other needs.

Employee's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's signature: \_\_\_\_\_

Date: \_\_\_\_\_